

VelocityHall Online Permitting Instructions



Check/Request Inspections

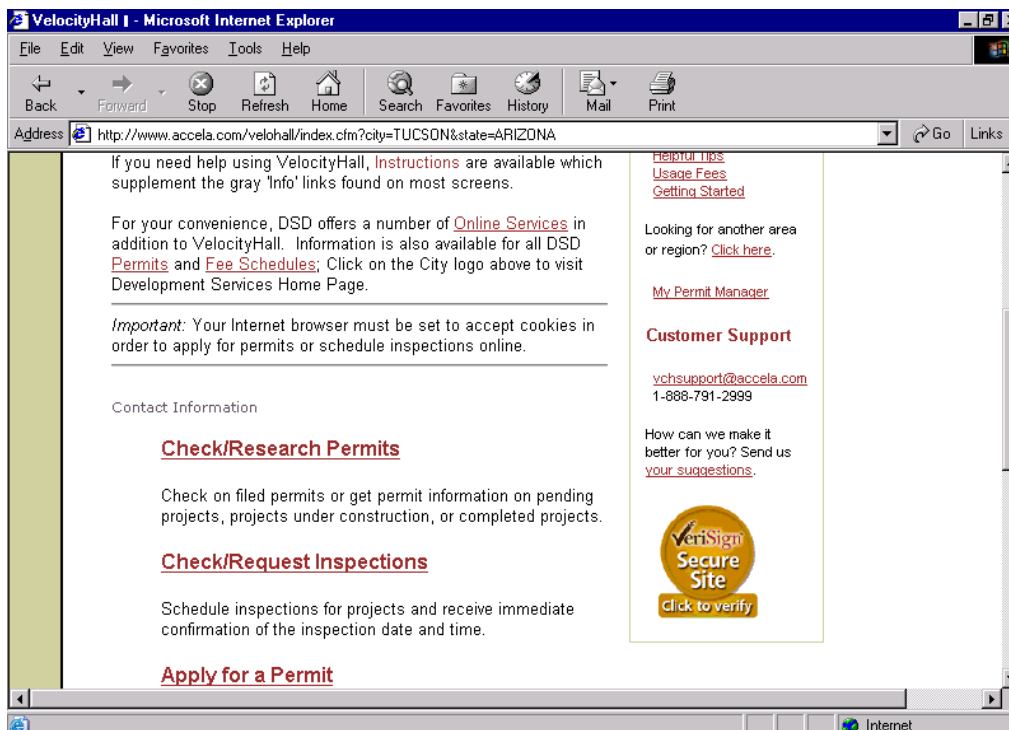
VelocityHall's Permit Manager allows you to Schedule or Cancel Inspections for *any* permit issued by the City of Tucson Development Services Department (DSD). To do this, you need to be a Licensed Contractor and have a VelocityHall user account.

These instructions deal with the following topics:

1. Scheduling or Canceling Inspections with VelocityHall's Permit Manager
2. Reviewing Inspection Results online
3. Viewing required inspections for a permit

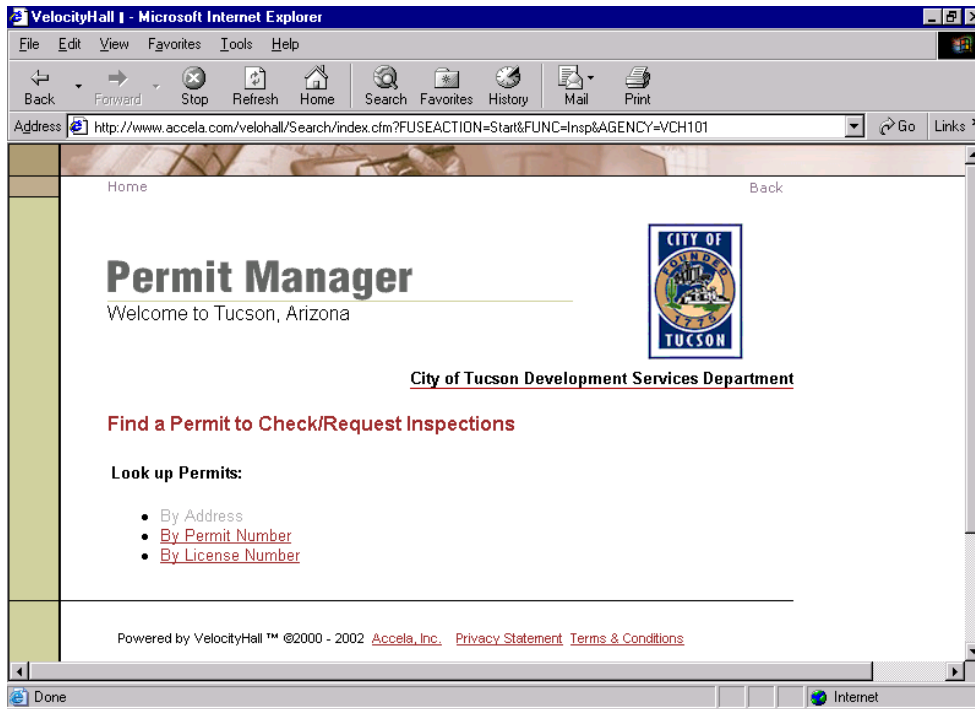
Please note: VelocityHall allows you to link directly to Inspections Scheduling from other pages within Permit Manager. There are a number of ways to link to the Inspections screen (shown on page 4 of this document), such as right after taking out or researching a permit. For purposes of these instructions it is assumed you are starting from the beginning – the page you set up as a Favorite (or Bookmark).

To Check/Request Inspections, click on the “I Accept” button from DSD's Online Permitting start page (www.ci.tucson.az.us/dsd/Online_Services/Online_Permits/online_permits.html). You can link to this page from the Online Permitting page on DSD's website. Scroll down until you see the Check/Request Inspections link (shown below)



Click the **Check/Request Inspections** link to start this process (see resulting screen, next page).

VelocityHall Online Permitting Instructions

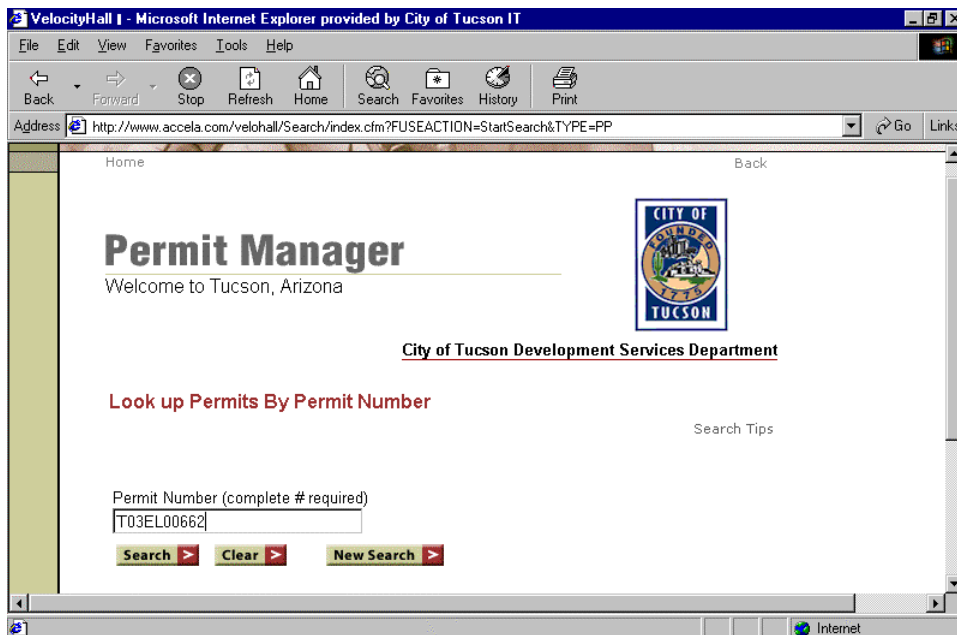


Click on the desired link to search by

- a) Permit Number
- b) License Number

Note: We recommend you search by permit number, if possible. Searching by your license number may return a long list of permits taken out under your license number, and you'll have to scroll through them to find a particular permit.

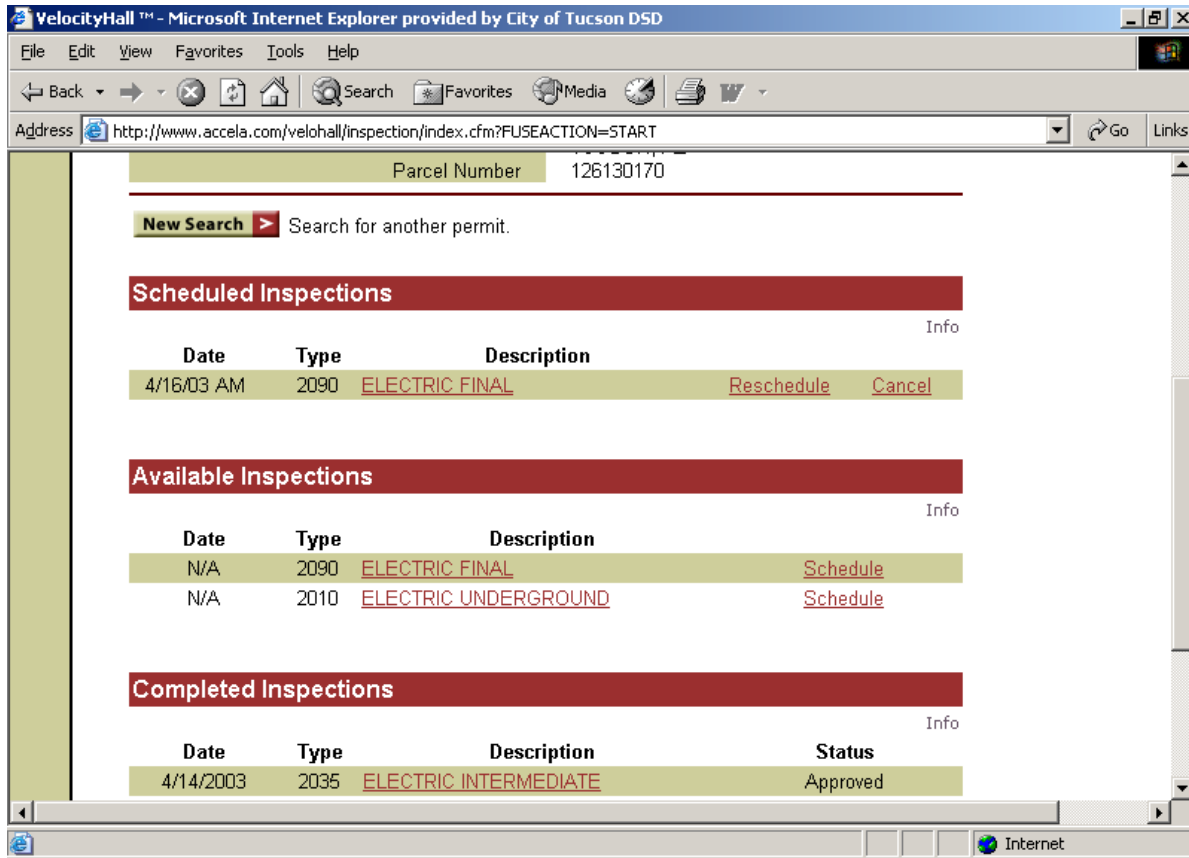
- a) If you selected 'By Permit Number' (recommended), you'll get the following screen:



Type in the permit number you want to schedule an inspection for, then click 'Search >'.

VelocityHall Online Permitting Instructions

The Inspections screen that displays for your particular permit may have a layout similar to the sample screen (below).



Many times this screen will simply show a list of available (required) inspections. But if there have been completed inspections and there are scheduled inspections waiting to be done, these will display as well. The screen above was chosen because it has all 3 sections.

The 3 sections that may be present are:

- **Available Inspections** – These are the inspections required for this permit type. Next to each Available Inspection type is a 'Schedule' link -. You will click on this to schedule it.
- **Completed Inspections** – These inspections have been completed. Clicking the Description link will display inspection results/history for that inspection.
- **Scheduled Inspections** – Inspections listed here are scheduled for the date shown. If an inspection of that type had been done previously and not fully approved, it may also show up under 'Completed' and 'Available'.

To schedule one of the inspections listed under the 'Available' heading, click the '**Schedule**' link. You will be presented with a login screen (shown on the next page).

Note: Since scheduling and rescheduling are similar processes, only scheduling will be outlined in this document. The cancellation process will be discussed later in these instructions.

VelocityHall Online Permitting Instructions

If you have not yet logged in, you must enter your username and password. First-time users will have to create a VelocityHall account (see instructions “*First Time Registration*”, if needed).

The screenshot shows a web browser window titled "VelocityHall 1 - Microsoft Internet Explorer provided by City of Tucson IT". The address bar shows the URL: <https://www.accela.com/secure/vchlogin/index.cfm?SetMsg=NewUser>. The page content includes the "Permit Manager" heading, the ACCELA logo, and a "Login" section. The login section contains the text: "First time users, [Register here](#). It's free and easy! Already registered? Login here using your e-mail address and password." Below this is a red message: "You must be a registered user to access that page." A login form with two input fields, "Email Address:" and "Password:", and a "Login" button is present. At the bottom, there is a link for "Forgot your password?" with the instruction: "Enter only your email address above and click Login for your hint."

After successful login, you will get the following License Number review screen:

The screenshot shows a web browser window titled "VelocityHall 1 - Microsoft Internet Explorer provided by City of Tucson IT". The address bar shows the URL: <http://www.accela.com/velohall/tools/validateuser2/index.cfm?FUSEACTION=NoValNoSt>. The page content includes the heading "City of Tucson Development Services Department" and the section "Current User Contact Information". The contact information is listed as: Richard Brown, City of Tucson Dev Svcs, 201 N. Stone Ave, Tucson AZ 85701, (520) 791-5550. Below this is a message: "Please review the license information below, then click on 'Continue' to proceed to the next step." A "Continue >" button is present. A section titled "License Numbers" contains a link "[add/modify]". Below this is a table with two columns: "License Number" and "License Type".

License Number	License Type
999999	State License
	John Doe - YourBusinessHere

Click ‘**Continue.>**’ if you have already associated your Contractor License Number(s) with your VelocityHall account. If you need to add licenses to this account, or wish to modify licenses or license information, click ‘[add/modify](#)’. Complete instructions for this process can be found in the online instructions entitled, “*Attach or Modify License Numbers*”.

If your licenses have already been attached, click ‘**Continue >**’ to get to the next screen. This is the ‘Appointment Request’ screen, shown on the following page.

VelocityHall Online Permitting Instructions

The 'Appointment Request' screen shows the permit number, address and parcel number:

VelocityHall I - Microsoft Internet Explorer provided by City of Tucson IT

Address: <http://www.accela.com/velohall/inspection/index.cfm?FUSECTION=InspSchedule>

Parcel Data

Permit Number	T03EL00662
Mailing Address	4500 E BROADWAY BL TUCSON, AZ
Parcel Number	126130170

[< Previous](#) Return to the inspection list.

Appointment Request

Inspection: **ELECTRIC UNDERGROUND** [Info](#)

Inspection Request - Date: April 15, 2003 - Tuesday

Time: (Please select a time)

Comments: (Maximum 40 characters)

[Submit >](#) [Clear >](#)

Under the 'Appointment Request' heading you see a Date, Time and Comment input box. First, select an inspection date. The default Inspection Request Date is the next business day. You may select another date by clicking on the drop-down arrow to the right of the box, and then click the date of your choosing. *Note: Requests to schedule and/or cancel inspections must be made before 3:30pm M.S.T. in order to be effective for the following business day.*

Next select a Time, AM or PM. Please note that *due to Inspector availability, DSD cannot honor specific requests for an AM or PM inspection time.* But it must be selected here to proceed. If necessary, you can try calling 791-5550 the morning of the inspection and ask to speak to the Inspector for an approximate time. The gray 'Info' link on the right side of the screen also outlines inspection scheduling limitations.

Important Note about Inspections: A printout of the Inspection List (Job Card) must be posted at the job site. If you had applied for this permit online, you would have been given the opportunity to printout the Inspection List. If you took it out in person, it would have been given to you.

Last, you may also enter a brief comment (maximum 40 characters). An example is a request for the Inspector to call 1 hour before arrival, but DSD does ***not*** guarantee this will be done.

When all information has been entered, click the '**Submit >**' button and you'll get the 'Appointment Confirmation' screen (shown on the following page).

VelocityHall Online Permitting Instructions

On the 'Appointment Confirmation' screen, the actual date your inspection has been scheduled will appear in bold red (see below).

Parcel Data

Permit Number	T03EL00662
Mailing Address	4500 E BROADWAY BL TUCSON, AZ
Parcel Number	126130170

Appointment Confirmation

The time you requested is not available. You have been scheduled for the following time:

Inspection:	ELECTRIC UNDERGROUND
Date/Time:	New appointment for Wednesday, April 16, 2003 Morning
Comment:	advadf

Select "Continue" to return to the inspection list.
Select "Cancel" to cancel the appointment.
Select "Reschedule" to reschedule the appointment.

[Continue >](#) [Cancel >](#) [Reschedule >](#)

In this instance, the requested inspection time was not available, so the inspection was assigned the next available time. If this is OK, click '**Continue >**'. If not, click '**Cancel >**' to cancel this inspection, or '**Reschedule >**' to reschedule it.

You'll then be back at the screen you started the Inspection request process from, shown below.

Scheduled Inspections

Date	Type	Description	Info
4/16/03 AM	2010	ELECTRIC UNDERGROUND	Reschedule Cancel
4/16/03 AM	2090	ELECTRIC FINAL	Reschedule Cancel

Available Inspections

Date	Type	Description	Info
N/A	2090	ELECTRIC FINAL	Schedule
N/A	2010	ELECTRIC UNDERGROUND	Schedule

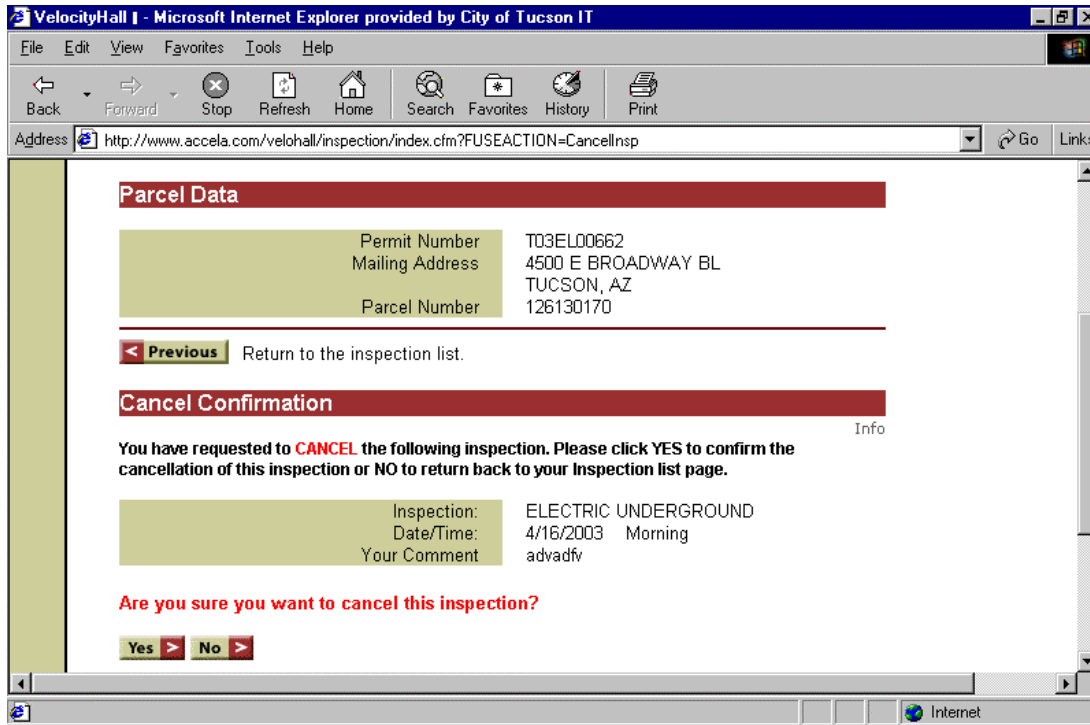
Completed Inspections

Date	Type	Description	Status	Info
4/14/2003	2035	ELECTRIC INTERMEDIATE	Approved	

To Reschedule an inspection, click on the 'Reschedule' link, and you will go through the process again. To cancel, click the 'Cancel' link and then '**Continue >**' at license confirmation.

VelocityHall Online Permitting Instructions

You will then be at the 'Cancel Confirmation' screen. Click 'Yes >' to complete the cancellation.



You will again be at the Inspection shown on the previous page. You may repeat the scheduling/canceling process as needed.

As mentioned before, Gray 'Info' links are available on most screens. Clicking them opens up a pop-up window containing much of the same information as in these instructions. Gray navigational links can be found at the top of all VelocityHall pages. 'Back' returns you to the previous screen; 'Home' takes you to VelocityHall's Permit Manager home page.

If, after referring to this document, you experience difficulty understanding any part of this new online service, please contact us at: dsd_webmaster@ci.tucson.az.us